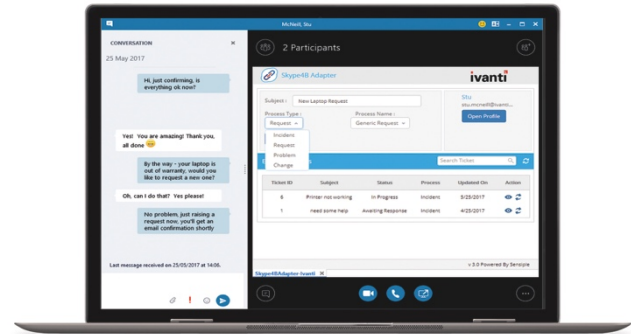


Ivanti Skype for Business Adapter

IT teams often communicate with end users through Skype for Business, yet these exchanges aren't recorded and important details are lost. Ivanti® Skype for Business Adapter captures these valuable interactions within Ivanti® Service Desk automatically. Keep accurate records to reduce handling time without disrupting end-user productivity.



Integrate Skype into Service Management Workflow

Ivanti Skype for Business Adapter integrates Skype for Business with Ivanti Service Desk, powered by Landesk. Users can take advantage of industry-leading instant messaging (IM) chat and voice calls as part of their normal working routine.

Within Workspaces, red, amber, and green indicators reflect the online status of end users. Staff initiate a Skype chat from Service Desk—all without changing the Skype for Business experience of your end users.

Create a Process without Delay

Eliminate switching between screens as staff copy-and-paste a chat message into Service Desk. Start a new incident, request, or any other process from a Skype chat without opening Ivanti Service Desk. The related chat conversation records as a note automatically.

Thanks to tight integration, end-user profile details stored in Service Desk populate the relevant process window fields.

Augment Existing Records and Keep Track

Already working on an incident or request? No problem. You have the identical capabilities for open processes as you do for new ones. Enable analysts to save chat text to an existing record in Ivanti Service Desk. You retain traceability of all interactions and never lose the chain of facts.

End-User Profiles at Your Finger Tips

Your team members see the end user's profile description when they receive incoming and outgoing Skype calls, or new chat requests. This includes all related support, service, and satisfaction information for that user. Analysts know who is calling without the need to request details each time.

Boost the end-user experience and reduce total handling time.

Within Ivanti Skype for Business Adapter, you can also create a new user in Ivanti Service Desk. You won't lose IM chats or Skype calls with contacts that aren't registered in Ivanti Service Desk.

Collaborate with Group Chat

Skype for Business enables groups of people to use chat simultaneously. If you need to add another service management team member to a chat, the Skype for Business Adapter saves the complete chat record in Service Desk.

Share a Desktop and Take Control

View an end user's desktop from the Skype for Business Adapter and even take control if necessary.

